

RECEIVED  
3-19-03

Official

71392

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#7/B  
max  
3/24/03

Applicant: Anthony J. Dezonno

Art Unit: 2645

Serial No.: 09/246,389

Examiner: G. Gauthier

Filed: February 9, 1999

For: SELECTIVE MESSAGING IN A  
MULTIPLE MESSAGING LINK ENVIRONMENT

Attorney  
Docket No.: 71392

AMENDMENT A

Box Non-Fee Amendment  
Commissioner for Patents  
Washington, D.C. 20231

Sir:

In response to the Office Action of May 6, 2002, please amend the application as

follows:

In the claims:

Amend claim 1 to read as follows:

1. (Once Amended) A method of reducing message traffic among peripherals of an automatic call distributor, such method comprising the steps of:
- forming a message table in a first peripheral of the automatic call distributor; and
  - forwarding a message from the first peripheral to a second peripheral of the automatic call distributor based upon a content of the message table.



120 South Riverside Plaza  
22nd Floor  
Chicago, Illinois 60606-3913  
Telephone No.: (312) 655-1500  
Facsimile No.: (312) 655-1501

**WELSH & KATZ, LTD.**

# Fax

<b>To:</b>	Gerald Gauthier Patent and Trademark Office	<b>From:</b>	James A. Scheer
<b>Fax:</b>	(703) 872-9314	<b>Pages:</b>	9
<b>Phone:</b>		<b>Date:</b>	March 18, 2003
<b>Re:</b>		<b>CC:</b>	

Original: ☐ will follow via mail ☐ will follow via courier ☒ will not follow

**IF YOU DO NOT RECEIVE ALL PAGES OR ARE HAVING TROUBLE, PLEASE CALL IMMEDIATELY (312) 655-1500 AND ASK FOR JANINE ALLISON.**

• **Comments:**

#### CONFIDENTIALITY NOTE

The documents accompanying this facsimile transmission contain information which may be confidential or privileged and exempt from disclosure under applicable law. The information is intended to be for the use of the individual or entity named on this transmission sheet. If you are not the intended recipient, be aware that any disclosure, copying, distribution or use of the contents of this information is without authorization and is prohibited. If you have received this facsimile in error, please notify us by collect telephone immediately so that we can arrange for the retrieval of the original documents at no cost to you.

U.S. Patent Application  
Serial No. 09/246,389  
Filed: February 9, 1999  
Title: **SELECTIVE MESSAGING IN A MULTIPLE MESSAGING LINK ENVIRONMENT**

JPC/ras 6065/71392  
Inventor: Anthony J. Dezonno  
Mailing Date: September 3, 2002

Amendment Transmittal Letter including Cert. of Mailing (1 pg.); Response to Notice of Non-Compliant Amendment (4 pgs); Marked-Up Claims (1 pg); Clean version of Amended Claims (1pg.); Postcard

**COMMISSIONER FOR PATENTS**

Please acknowledge receipt of the above-identified documents by applying the Patent and Trademark Office receipt hereto and mailing this card.

Respectfully,  
Welsh & Katz, Ltd.

